



CARE MANAGER

OBJECTIVES

To assist and support the home services department in:

- The provision of high quality, professional, personal, practical and social care to Service Users of all ages within the Community.
- Developing and maintaining professional working relationships with health care and other professionals and authorities to enhance the profile of The Home Care Service.
- Monitoring and supervising care staff to ensure the provision of services required.
- Ensuring that the home care service complies at all times with legal, ethical and contractual requirements currently applicable.
- Maintaining and maximising the effectiveness of the service to the standards of the Company quality management system.

RESPONSIBILITY TO ROLE

- Assess Service Users' needs.
- Provide personal, practical and social care to Service Users, upholding the values of privacy, dignity, independence, choice, rights, fulfilment and confidentiality.
- Assist in the development and maintenance of a detailed support plan to review and evaluate Service Users' needs.
- Report all information regarding changes to the service or any problems encountered to the Manager/Assistant Manager.
- Maintain accurately, all relevant documentation for the Finance and Personnel Departments.
- Inform Service Users of community services available in line with their changing needs.
- Develop and maintain good working relationships with health and social care professionals within the community who work in partnership with ourselves to provide the care required.

- Listen to, advise and support residents/relatives/friends engendering caring and confidential relationships and enhancing the care given.
- To continuously monitor and evaluate the quality of care given and regularly re-assess the needs of Service Users in consultation with the Service Users, their representatives and the care team, and to effect change as required.
- Manage team rotas and provide on-call services to Service Users and colleagues. Provide cover for any deficiencies where necessary.
- Supervise and support all new staff through 12 week induction programme and continuing thereafter.
- To undertake other duties that the Manager and/or Directors feel necessary to the main purpose of your job.

RESPONSIBILITY TO COLLEAGUES

- Participate fully in the direct departmental team and actively support, understand and co-operate with all other colleagues/departments to ensure effective communication throughout the organisation.
- Consult with owners/senior management and the personnel department for details of how to proceed with all disciplinary matters **before** taking action at all times.
- Utilise all the communication systems of the organisation to develop and strengthen the links between 'Home' based and 'Community' care and enhance the profile of the home care service.

RESPONSIBILITY TO HEALTH AND SAFETY

- Monitor and maintain a professional Health and Safety Policy.
- Monitor staff attendance at statutory required training in Manual Handling, Abuse Awareness, First Aid, Basic Food Hygiene and Health and Safety to ensure compliance with the organisation's health and safety requirements.
- Assess, monitor and evaluate health and safety within Service Users' homes.
- Report any health & safety matters, immediately to Manager/Assistant Manager.

RESPONSIBILITY TO TRAINING AND DEVELOPMENT

- Encourage development and support training through the Performance Review System and Support and Supervision.
- Liaise with Manager/Assistant Manager in relation to specialist training required to meet client needs.

RESPONSIBILITY TO COMMUNICATION AND TEAMWORK

- Participate fully in the direct departmental team and actively support, understand and co-operate with all other colleagues and departments to ensure effective communication throughout the organisation.
- Utilise all the communication systems throughout the organisation to develop and strengthen the link between 'Home' based and 'Community' Care and enhance the profile of the home care service.
- Provide support and supervision to home care workers.

RESPONSIBILITY TO QUALITY MANAGEMENT SYSTEM

- All staff are responsible for the quality procedures of the organisation.

RESPONSIBILITY TO CONTINUOUS IMPROVEMENT

- Use assertiveness and initiative to create, develop, change and influence the role to benefit the clients.
- Continuously review practices, to develop new skills and knowledge through continuous professional development training that contributes to the enhancement of client care skills.